

Healthy Families Newsletter



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MAXIMUS—HFP QUALITY PROGRAM

The success of the Healthy Families Program is dependent on the quality of the work being performed. MAXIMUS strives for quality in the following ways:

Quality Control (QC): Individual staff members are the first level of quality control. Each employee inspects his or her own work in accordance with the established procedures and standards. Individuals inspect the inputs they receive from each sequential process. For example, one worker is responsible for application data entry. They inspect their work prior

to sending it to an eligibility specialist and the eligibility specialist performs a quick inspection to ensure the data they received was entered correctly from the application.

Supervisors conduct the second level of quality control. They monitor their respective areas daily by sampling and evaluating process outputs based on established requirements and standards. The results are documented, and because they are close to the process, they can quickly take corrective action for any unacceptable results.

Quality Assurance (QA): The Quality Assurance and Training Department is re-

sponsible for the third level of inspection. The QA analysts are independent from operations functions. Their primary responsibility is to sample processes to ensure that the Quality Management System (QMS) controls are operating correctly and that all requirements and standards are met. The analysts have the ability to retrieve samples from MAXe2 using a sampling formula that ensures a 95% confidence level. Monthly QA evaluations utilize checklists with questions based on

See "Quality Assurance Measures" Page 2

Healthy Families Premiums to Increase July 1, 2005

Monthly premiums for the Healthy Families Program are scheduled to increase July 1, 2005 for families with income (after income deductions) over 200 percent of the federal poverty level (FPL) but less than or equal to 250 percent of the FPL.

Those enrolled in a Community Provider Plan (CCP) will see an increase to \$12 per child with a maximum required

premium of \$36 per family per month. Those not enrolled in a CCP will see an increase to \$15 per child with a maximum required premium of \$45 per family per month.

Applicants who may be impacted by this premium increase will receive a Mid-Year Evaluation Form and an accompanying pre-printed worksheet. If the household income has changed since the child

(ren) was enrolled in the HFP, or since the last Annual Eligibility Review, families can complete the worksheet to see if they can lower their family contribution. If families find that their premium would decrease, they are encouraged to submit the Mid-Year Evaluation Form.

See "Increase" Page 5

Quality Assurance Measures (Continued from Page 1)

criteria extracted from contract requirements and internal process standards. QC and QA monitoring criteria are identical to ensure consistency of measurement and reporting. Monitoring by the QA department is performed according to the Systematic QA Evaluation Schedule. The Systematic QA Evaluation Schedule defines the scope and frequency of QA monitoring activities. Evaluation data for trending, research and quality improvement purposes are documented in the *Monthly Quality Management Performance Report (MQMPR)*.

Internal Quality Audits:

For the fourth level of inspections, MAXIMUS performs Internal Quality Audits. This is a requirement of the ISO 9001:2000 Standard (International Organization for Standardization). The purpose of these audits is to verify whether quality activities comply with requirements and to determine the effectiveness of the quality system.

The result is a process of many layers of quality assurance designed to provide the best possible customer service.

Team Member Profile

In each newsletter, we profile a member of the team to help personalize the HFP experience

Mark Dandeneau , Program Mgr.



Mark Dandeneau began his career as a children's social worker in Southern California, where he provided case management

services to children and families affected by child abuse and where he developed an alcohol and drug education program for Native American adolescents. With a Master of Social Work from the University of Southern California, Mark has continually chosen a career path that allows him to serve the children of California.

At MAXIMUS, Mark manages the daily operations of the HFP liaison staff that are responsible for coordinating services for County Welfare Departments, Health Plans and Community Based Organizations throughout the State of California.

With a diverse background that includes technical expertise, Mark also manages enhancements of databases for use in

the HFP, a department known as Change Management.

Mark previously served in the Office of the Ombudsman for the State of California Department of Social Services where he worked with the mediation of disputes and complaints. In particular, Mark analyzed and mediated situations affecting children and their families dealing with barriers in the child welfare service programs. He also worked closely with community groups on a wide range of foster care and adoption related issues, successfully planning and implementing the Adoptions and Safe Families Act (AB1544) that was passed in 1997.

MAXIMUS appreciates his dedication to HF and the children of California.

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North Coast Clinics Network: Collaboration at Work

One good thing about working in a rural, geographically isolated community is that it is easy to see the benefits resulting from collaboration and community-wide efforts. The North Coast Clinics Network (NCCN) began its Outreach and Enrollment Assistance efforts for Healthy Families/Medi-Cal for Children in 2001 and since then, Healthy Families enrollment figures have doubled with more than 1,500 children enrolling in Medi-Cal. NCCN directly enrolled about 1,000 of those children and coordinated media, staff training and other efforts for community partners.

The Outreach and Enrollment Assistance project was the inspiration of Heather Bonser-Bishop, NCCN's Executive Director. As a mother experienced in the "clinic" world, she understood the need to insure children and became the region's advocate. She also wrote grants to secure start-up funding. NCCN is a pilot project of Robert Wood Johnson Foundation's Covering Kids and Families Coalition through the Community

Health Councils of LA.

A very significant person working with the program is Dot Campbell, whose connections with schools, nonprofits and the broader community has helped her grow this project from a one-year grant-funded activity mainly publicized through fliers to a multi-year program now entrenched at every NCCN member clinic. Dot also is a trainer for Certified Application Assistants (CAAs) and has trained over 200 individuals.

In addition, she facilitates gatherings twice a year to update CAAs on state, local and federal issues impacting their programs and neighbors. She says that her secret to success is that, "We are learning how to work together, drop our egos and hold our children as the priority."

For the last year Dot has worked closely with Del Norte County, First Five Del Norte and community agencies in their planning activities to create a Children's Health Insurance (CHI) product. The Del Norte County collabora-

tive has agreed to insure every child and joined as the first rural county with the 20 other counties in a self funded program to enroll the remaining uninsured children.

Local partnerships such as the NCCN produce quick results in rural regions. This is possible because of people like Dot and her commitments to making children, and communities, healthier.

The North Coast Clinics Network is a consortium of community health centers in Humboldt, Del Norte and Trinity Counties. They work together to improve access to high quality medical, mental and dental health care for all people, regardless of their ability to pay. This is done through information sharing, community education, shared administrative activities and direct services projects. Each year NCCN member clinics, together, provide 166,000 patient visits to 50,000 people - 1/3 of the region's population.



HFP Call Center Update

In this first year, we have experienced growth well beyond our expectations. In an effort to respond, and to provide superior customer service, we added an entire Call Center team just for callbacks. This callback group completes all voice mail returns using predictive dialer technology, making more than 200,000 calls a month. We have increased the number of supervisors from four to 24 as part of the implementation of the Call Central Command (Triple C). All of these measures are an effort to improve our cus-

tomers service and ensure that calls are answered quickly and effectively.

We also have ongoing training classes in a number of the areas to continually improve staff skill sets, and we recently received our first 100% rating by the Quality Assurance Team that monitors and rates our agents. As we begin this year, we are fully prepared and committed to providing quality customer service.

In addition, the Call Center continues to develop staff members in an effort to promote from within our ranks. More than 30 of our staff have accepted positions outside of the Call Center and 14 have been promoted to supervisor positions within the Call Center.

We are proud that so many of our staff continue to contribute to the success of the project in many ways. We look forward to a new year and many satisfied applicants.

HFP—2004 in Review

As we look back On 2004, it is easy to forget how much has been accomplished. At the start of 2004, a new system was created that immediately took-in 650,000 clients, and grew to almost 700,000 by the end of the year. The program expanded at an incredible rate, challenging the people, organizations, and staff involved in the program. It's important to take the time to appreciate what has been done in each area of the program over the last year of growth.

The Mail Operations, Single Point of Entry, Eligibility and Research and Appeals units were created and have been functioning at or above contract performance levels since July 2004. The Call center responded to an overwhelming 2,509,750 calls in 2004. In addition, the Call Center created the triple "C" Call Center Command unit, able to respond more quickly to escalated call issues. The HFP processed over 2.2 million payments, totaling \$49,251,721.32. An average of 389,000 billing state-

ments are produced monthly.

The HFP received and responded to 18,360 requests from Plan Partners and 18,199 requests from 58 Counties throughout California and more than 1,500 EE/CAAs were trained and certified to help families enroll in the program.

Internally, the HFP conducted 226,668 quality assurance evaluations over the course of the year in a number of program areas, including data entry processing, image assembly, eligibility processing, mail operations, and call center operations.

Added together, our accomplishments over the course of the year are substantial, and it could not have been done without the coordination and support of the staff, community groups, and individuals supporting the HFP and its goal to provide quality healthcare to California families.



Health-e-App Update

Congratulations to all of the Enrollment Entities who have moved from the paper based application to the electronic Health-e-App application. The Healthy Families Program has seen a 60% increase in the number of applications submitted on-line as compared to those applications submitted December 04.

If you are interested in learning more about Health-e-App, please log on to www.dhs.ca.gov/health-e-app

CAA WEB-BASED TRAINING GOES LIVE!

We know that not everyone who wants to participate in the Certified Application Assistor (CAA) program has had the opportunity to attend an in-person training course, and now they won't have to.

The Healthy Families Program is pleased to announce the creation and deployment of an on-line Certified Application Assistor training course. This dynamic and interactive web-based

training course will allow potential CAAs to learn everything they need to know about assisting HFP applicants. Beginning February 1, 2005 this on-line course is available 24 hours a day, 7 days a week.

If your organization has a CAA candidate in need of training, please contact our EE/CAA Help desk at 800-279-5012 or email us at ee-caalaison@maximus.com

for details.

In an effort to make it even easier for Spanish speaking people to become CAAs, a Spanish version of this course is scheduled for release July 1, 2005.



REIMBURSEMENTS TO ENROLLMENT ENTITIES TO BEGIN SOON

The success of the Healthy Families Program relies on the efforts of participating community-based organizations and programs, health care providers, clinics, schools, insurance agents, and tax preparers. These Enrollment Entities (EEs) and Certified Application Assistants (CAAs) have been an invaluable asset in enrolling and retaining subscribers in the HFP.

At the peak of the State's outreach campaign, approximately 62 percent of all applications received at Single Point of Entry were initiated by CAAs, and they continue to make a significant contribution towards the number of children enrolled in the HFP.

Due to recent funding changes, it is anticipated that within a few months, EEs will be eligible to receive \$50 payments for each HFP or Medi-Cal application and \$25 for each AER application. The details of the program are evolving, and more information will be available in the next issue.

In efforts to prepare for the reimbursements, HFP recently sent letters to all EEs announcing the program and instructions for providing HFP with their agencies most current and up to date information. For those organizations who responded to the 2004 Invitation to Participate process, they are being asked to send in a W-9 Form (Request for

Taxpayer Identification and Certification). For all other organizations (including newly enrolling organizations), they are being asked to complete an Invitation to Participate and the W-9 Form. Completed packets can be sent to:

HFP EE/CAA Registration
625 Coolidge Drive, Suite 100
Folsom, California 95630
ATTN: Mark Dandeneau

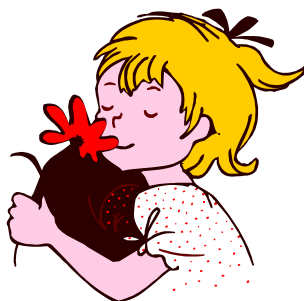
For more information about becoming an EE or CAA, contact our EE/CAA Help desk at 800-279-5012 or email us at ee-caalaison@maximus.com for details.

New Outreach Email Address

HFP has recently established an outreach email address (HFOutreach@MAXIMUS.com) for our community partners. Health plans, schools, outreach groups, etc. will use this email address to send HFP advance notices of upcoming events throughout the state. This information will be used by HFP to staff our Call Center appropriately during these event times. This will enhance our ability to provide each caller with excellent customer service.

Increase (Continued from Page 1)

These new premium guidelines are also applicable to Access for Infants and Mothers (AIM) linked infants enrolled in the HFP as long as the household income remains over 200 percent of the FPL but less than or equal to 300 percent of the FPL.



“Thank you” to new CAAs & EEs

Healthy Families wants to congratulate and thank the following new CAAs and EEs for their dedication to their communities:

CAAs

Armida Aguiniga
Anna Alcalá
Esmeralda Alcantar
Claudia Alcantar-De La Cruz Nereyda Alcaraz
Michelle Ali
Dinora Alvarez
Leticia Alvarez
Carolina Ambriz
Carmen Anchondo
Maribel Arana
Ana Rosa Aranas
Sylvia Arita
Maria Armas
Ileana Aviles-Crespo
Mayette Bailey
Diana Barela
Sheaton Baskerville
Yuridia Batche
Betty Becerra
April Bell
S-Neta Benefield
Carmen Bogran
Trudy Bonnikson
Patti Bookout
Laura Bravo
Karen Brinton
Maritza Brown
Maira Campos
Giovanna Carballo-Rossi
Theresa Carranza
Susan Carrington
Liza Castaneda
Mayra Castillo
Agnes Chakhnazarian
Chan Chanthachack
Carla Chavez
Nelly Chavez
Ngeth Chhun
Isabel Cisternas
Andie Coats
Kate Cohen
Leloni Colegrove
Wilmelene Columna
Bertha Contreras
Christopher Cordova
Maria Correa
Jessica Cortez
Beatriz Cortez
Hector Covarrubias
Jacqueline Curiel
Maria Elizabeth Curtis
Pauletta Davis
Mildred De La Cruz
Serena DeSantiago
Martha Diaz
Sandy Diaz
Mariza Dimas
Sandra Dominguez

Sally Donato
Bouathip Douangdara
Marbella Duarte
Veronica Duran
Alexandra Eschen
Martha Escudero
Maribel Fernandez
Alicia Fernandez
Veronica Fernlund
Rosalinda Figueroa
Gretchen Flores
Maria Guadalupe Flores
Julie Foduliyen
Jorge Franques
Buyscherrel Fredrick
Florence Fung
Ana Gallardo
Carmen Gamez
Guadalupe Garcia
Jennifer Garcia
Lyla Gerstner
Victor Giron
Aziana Gomez
Yadira Gomez
Diane Gonzales
Maria Gonzalez
Jaime Gonzalez
Christy Grajeda
Delfina Guzman
Matthew Haas
Rickey Hale
Adriana Hardesty
Dr. Yasmin Haroon
Jairo Hernandez
Maria Hernandez
Virginia Hernandez
Zonnia Hernandez
Edward Ho
Claudia House
Allen Huddleston
Yongock Hwang
Monica Intelisano
Lisa Irby
Brenda Jackson
Tonita Johnson
Stephanie Johnson
Conrad Kachumia
Bretschneider Kim
Mariana Kostadinova
Cheryl Krueger
Thai Le
Anh Dao Le
Bertha Lee
Shyvonne Lewis
Jasmine Lima
Devin Loewenstein
Katrina Lomas
Priscillia Lopez
Nathalie Lor
Irma Magana
Sandra Mancía
Maria Elena Manzo

Maria Marron
Veronica Martinez
Maria Martinez
Sean Mason
Sara T. L. Mayer
Ron McCardell
Maria Medina
Michelle Meliotta
Evelyn Mendez
Catalina Mendoza
Guadalupe Mijangos
Emma Miranda
Susana Moncada
Richard Morgan
Ruth Moua
Reina M. Murillo
Jennifer Murphy
Lourdes Naranjo
Lilia Neira
Barbara Newman
Olivia Ortiz
Michelle Owens
Sonia Pacheco
Brent Parker
Rhonda Peacock
Ana Maria Pedroza
Ana Peixotto
Silvia Penna
Juanita Perea
Norma Perez-Sandford
Karen Permillion
Zuleyma Pineda
Xias Ping Lin
Vanessa Pinzon
Cristina Thompson
Ruth Prospero
Monica Puentes
Chantal Quintero
Sarah Raebach
Dolores Ramirez
Evangeline Ramirez
Susanna Reiner
Juana Ines Resendiz
Karla Reyes
Olga Rivera
Elena Rivera
Vickie Robertson
Cecilia Rodgers
Eric Rodriguez
Ana Maria C. Rodriguez
Adriana Rodriguez
Richard Rodriguez
Jose E. Romero
Sara Rosales

Debbie Rosner
Veronica Ruiz
Sandra Saenz
Olivia Salas
Norma Salcedo
Xochitl Saldana
Jose Saldana
Yolanda Sancen
Arlene Savage
Patricia Schader
Eva Serrano
Nancy Shaskey
Teresa Shaw
Suzetty Shen
Miles Sherwood
Mehdi Sina
Aisha Smith
Janis Smith
Linnea Snyder
Carmen Solis
Ruth Marisol Solis
Misty Sorrell
Terry Sotelo
Peggy Steinhauer
Yomaria Suazo
Josephine Subido
Siuchi Suen
Mario Supnet
Susana Tabunut
Emaka Takashima
Noemi Tomasetti
Eric Torres
Araceli Torres
Evelyn Torres
Vivien Tran
Huong Tran
Kristin Tulkki
Ruthella Turner
Elda Uria
Claudia Uriarte
Leticia Vaivao
Zeivia Valdivia
Noreen Valenzuela
Sylvia Valero
David Vang
Edgar Vargas
Maryana Vazquez
Rosa Vazquez
Edith Vega
Maricela Vela
Maria Elena Venzor
Silvana Vidal
Thelma Vilchez
Juliana Villa

Gustavo Villon
Mayra Viramontes
Pilar Wetmore
Tammie Womble
Sona Yagulyan
Leticia Yanez
Pilar Zamorano
Barney Zapata
Maria Zavala-Garcia
Juan Zoquiapa

EEs

The Los Angeles Free Clinic
Santosh K. Garg M.D. "A Professional Medical Corporation"
Services United, Inc.
Angelus Medical & Industrial Clinic
DMS, M.D., Inc.
Daniel Stalmach, M.D.
First 5 Tulare County
El Rancho Unified School District
Magali G. Rivera Insurance Agency
First 5 Santa Clara County
Primerica Financial Services
Catholic Charities
Happy Care Medical
Mill Medical Clinic, Inc.
Anaheim City School District
First 5 Madera County
William C. Swanson Medical Clinic
CT Learning
Brooks Jucha & Associates
Families In Self Help Inc. (FISH)
Annick Selby Insurance Services
Alameda County Social Services Agency
Lincoln - Juarez Opportunity Center



CONTACT US

EE/CAA telephone 1-800-279-5012

Email ee-caalialiaison@maximus.com

Web site www.healthyfamilies.ca.gov